

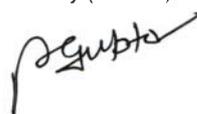
QUALITY MANAGEMENT SYSTEM	POWER GRID COMPANY OF BANGLADESH LTD.					QUALITY PROCEDURES	
	TITLE: PROCEDURE FOR INFORMATION TECHNOLOGY ACTIVITIES						
Document No:	QP-ICT-1	Revision No.:	00	Effective Date:	11/11/12	Page:	1 of 2

1. Scope: Applies to the whole of Power Grid Company of Bangladesh Ltd.					
2. Purpose: To Provide development and maintenance support for website, e-mail accounts, Internet connectivity & LAN, estimate preparation and service support of hardware & software.					
SL No.	Activity (including check points)	Ref. Doc.	Responsibility	Freq./ Time	Output
1.0	Planning/Organizing				
1.1	<u>Website information update planning:</u>				
1.1.1	To update the information/data of the website a list of responsible personnel is maintained. The list will be updated from time to time.		M ICT	As required	QF-ICT-01
1.2	<u>E-mail account list:</u>				
1.2.1	A list of e-mail accounts is maintained. The list of e-mail accounts will be updated from time to time.		M ICT	As required	QF-ICT-02
1.3	A list of Internet Service Provider (ISP) is maintained. The list will be updated from time to time.		M ICT	As required	QF-ICT-03
1.4	A database is maintained for each LAN. The database will be updated from time to time.		M ICT	As required	QF-ICT-04
2.0	Implementation				
2.1	<u>Website :</u>		M ICT		
2.1.1	The data, information, reports are updated/uploaded in the website of PGCB.	QF-ICT-01		As required	Data is updated
2.1.2	Backup of information and database of website is kept in every fifteen days.		AM ICT		Backup is kept
2.1.3	The website is upgraded/redesigned as required.		M ICT	As required	Website is upgraded
2.1.4	The hosting charges, domain charges are paid yearly basis.		M ICT	Yearly	Payment is made
2.1.5	The payment details are recorded.		M ICT	As required	QF-ICT-05
2.2	<u>E-mail accounts creating and maintaining:</u>				
2.2.1	E-mail accounts of employees up to specified level decided by management are created and maintained by ICT.		M ICT		
2.2.2	To render assistance for use and maintain e-mail accounts.		AM ICT		e-mail account is ready.
2.3	<u>Broadband Internet Connectivity :</u>				
2.3.1	All offices/offices' LAN will be connected with broadband internet connection. Where broadband internet connection is not available, internet modem will be used.				Internet is ensured
2.3.2	Broadband internet connectivity of H/O, Biddyut bhaban and Power Division are maintained by ICT division.				
2.3.3	New node connection for LAN or/and internet will be provided by ICT on requisition approved by GM(P&D).		M ICT	As required	QF-ICT-07 Connection is provided
2.3.4	MRTG graph of broadband internet connectivity of H/O, Biddyut bhaban and Power Division are monitored / collected monthly basis.		AM ICT	Monthly	
2.3.5	If bandwidth is lower than the required value, the ISP provider is communicated over telephone/by e-mail to raise the bandwidth.		M ICT	As required	Required Bandwidth is ensured

Reviewed by (GM P&D):



Approved by (D P&D):



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2.3.6	For non-availability of internet connection, Manager ICT is informed over telephone			As required	
2.3.7	ICT Division will check the MRTG graph, related computer, LAN connection, LAN server, Router, Switches and Converter respectively to solve the problem.		AM ICT	As required	
2.3.8	If the problem is beyond the LAN, the ISP provider is communicated over telephone/by e-mail to solve the problem of non-availability of internet connection.		M ICT	As required	Internet is available
2.3.9	The bills of internet connectivity are paid monthly basis.		M ICT	Monthly	Payment is made
2.3.10	The payment details are recorded.		M ICT	As required	QF-ICT-05
2.4	<u>Local Area Network (LAN) maintenance:</u>				
2.4.1	Render technical assistance for maintenance of LAN node on requisition of user.		AM ICT	As required	QF-ICT-06
2.4.2	LAN router, servers and switches are inspected in monthly basis.		AM ICT	Monthly	
2.4.3	Maintenance work of LAN router, servers and switches will be done twice in a year.		AM ICT	Twice in a year.	
2.5	<u>Maintenance of Hardware and Software:</u>				
2.5.1	To render technical assistance for maintenance of hardware on requisition.		AM ICT		QF-ICT-06
2.5.2	To render technical assistance for software on requisition.		AM ICT		QF-ICT-06
2.5.3	To render technical assistance for security of software.		AM ICT		QF-ICT-06
2.5.4	To render technical assistance for preparation of estimate with specification of hardware on requisition.		AM ICT		
2.5.5	To render technical assistance for preparation of estimate with specification of software on requisition.		AM ICT		
3.0	Action for improvement				
3.1	Manager ICT will submit the report to the management at the end of year.		M ICT	As required	Report to management
3.2	In the case of break down of any of the above Manager ICT will submit the report to the management with recommendation of remedial action necessary		M ICT	As required	
3.3	Report on breakdown maintenance is studied to prevent the recurrence of the same in future.		GM	As required	
3.4	Management will give proper instruction/ guideline to follow.				
4.0	The effectiveness of the procedure for the Information Technology Activities, followed in PGCB, will be evaluated by the management.		GM, MR	During internal audit	
5.0	Actions will be taken on the basis of evaluation by the Management.		MR, MD, Management Review Committee	When required	Improvement

Reviewed by (GM P&D):



Approved by (D P&D):

